

AF/D

Attorney Docket No. FINL-005/00US

PATENT

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Date: November 26, 2003

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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TECHNOLOGY CENTER R3700

RESPONSE TO OFFICE ACTION

Sir:

Applicant hereby submits its Response to the Office Action of October 27, 2003
by electing Group B, which includes claims 31-44.

The Commissioner is hereby authorized to charge any appropriate fees under 37
C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any
overpayment, to Deposit Account No. 50-1283.

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